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Bid Receiving - PWGSC / Réception des soumissions -
TPSGC

11 Laurier St., / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Informatics Professional Services - EL Division/Services
professionnels en informatique - division EL
Terrasses de la Chaudière 4th Floor
10 Wellington Street
Gatineau
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Title - Sujet TBIPS IT Security Prof. Services	
Solicitation No. - N° de l'invitation E60ZR-181639/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 20181639	Date 2019-03-18
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-629-34671	
File No. - N° de dossier 629el.E60ZR-181639	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-04-08	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Morin, Sylvie	Buyer Id - Id de l'acheteur 629el
Telephone No. - N° de téléphone (613) 859-0761 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

The Request for Proposal (RFP) Amendment 003 is raised to answer Bidders' questions and amend the RFP.

QUESTIONS AND ANSWERS

Question 12:

Would the Crown modify M1 and R1 as follows:

M1:

The Bidder must demonstrate that it has been awarded a minimum of 3 contracts where the bidder provided IT security professional services to a Government (Federal, Provincial, Territorial, Municipal, or Crown Corporation) client or a commercial client. At least one contract must be for a large* Government (Federal, Provincial, Territorial, Municipal, or Crown Corporation) client or a large* commercial client. Large is defined as an organization with 5,000 employees or more.

The Bidder must provide a minimum of 3 contract references and up to 5 contract references to demonstrate its compliance with Criteria ID M1. If more than 5 contract references were provided, only the first 5 will be evaluated. The information contained in the completed response template in Attachment 4.2 in response to Criteria ID M.1 will also be used to evaluate R.1.

For each referenced contract, the Bidder must demonstrate the following:

- a) The contract must have been with a single client;
- b) The services provided under the contract must include the provision of resources in at least two different resource categories identified in the table below:

Resource Category – Level 3
B.4 - Business Continuity/Disaster Recovery Specialist
C.2 - IT Security Methodology, Policy and Procedure Analyst
C.3 - IT Security TRA and C&A Analyst
C.12 - Incident Management Specialist
C.6 - IT Security Engineer
C.11 - IT Security VA Specialist

- c) Each category referenced must include a minimum of 150 billable days. Billable days are defined as days worked and billed to clients, calculated at 7.5 hours or more per day.

A minimum of four different resource categories from the table above must be demonstrated across the compliant contracts. The aggregate value of the compliant contracts must be at least \$5M.

If the Bidder is using TBIPS contracts to demonstrate experience, listing the TBIPS resource categories will suffice if the resource categories used to demonstrate are the same as the resource categories required in the solicitation as listed in the table above. For other contracts, the work delivered under each resource category must include at least 50% of the associated tasks listed in Annex A – Statement of Work for that Resource Category.

The Bidder's substantiation of technical compliance with Criteria ID M.1 must be demonstrated by completing the Bidder Response Template in Attachment 4.2.

R1:

The Bidder should demonstrate that it has been awarded one or more contracts where the bidder provided IT security professional services to a large Government (Federal, Provincial, Territorial, Municipal, or Crown Corporation) client or a large commercial client, in addition to the one contract demonstrated in M1. Large is defined as an organization with 5,000 employees or more.

To be accepted, each of the contracts must meet all the requirements pertaining to individual contract set out in M1.

The Bidder's substantiation of technical compliance with Criteria

R.1 should be demonstrated using the response templates in Attachment 4.2, completed by the Bidder to substantiate its compliance with Criteria ID M.1. Any referenced contract that does not meet the requirements established in Criteria M.1 will not be considered. Criteria R.1 will be evaluated using the information contained in the completed response templates in Attachment 4.2 in response to Criteria ID M.1. The Bidder must not submit additional contracts to demonstrate its compliance with Criteria R.1.

- 1 additional contract – 25 points
- 2 additional contracts – 50 points
- 3 additional contracts – 75 points
- 4 additional contracts – 100 points

Answer 12:

See RFP amendment below. Revision is provided in Red.

Question 13

PSPC has indicated that bidders must demonstrate 50% of tasks outlined in the SOW for Corporate Mandatory M1 although the bidder may be providing billable days for the same resource category under a TBIPS contract. This exercise can prove to be onerous as PSPC is allowing bidders to use up to 5 contracts to demonstrate the necessary amount of billable days per resource category. If a bidder were required to use 5 contracts per category (5 categories), this would equate to mapping 25 SOWs. In RFP #E60ZR-173104A (TBIPS), which was a very similar requirement (i.e. similar verbiage, multiple security resource categories, and billable days), the Crown accepted the same TBIPS resource categories as sufficient demonstration of experience, with no mapping required. As has been accepted in the recent past (2017), would the Crown consider allowing bidders to demonstrate 50% of associated tasks for non-TBIPS contracts only?

Answer 13

See RFP amendment 001, answer 2

If bidders use TBIPS or CPSA contracts to demonstrate compliancy, for the referenced contract to demonstrate experience, the work delivered under each Resource Category must include at least 50% of the associated tasks listed in the Statement of Work at Annex A of this bid solicitation for the same resource category.

Question 14:

Regarding the Incident Management Specialist – criteria R1 and R2- Resources would have had to have worked, 10 years within the last ten years without any break (for example even a 1 month break would not score full points) in order to obtain full points and would preclude consultants that have been off on parental leave or have been off due to short term disability. Would PWGSC please amend these criteria to be 10 years' experience within the last 13 years?

Answer 14:

See RFP amendment below. Revision is provided in Red.

Question 15:

Regarding the **IT Security Engineer** – criteria R3 – IT Security Engineers would not typically be responsible for integrating specific “PeopleSoft Applications” into SIEM solutions, this would be a Database Administrator’s role. Would PWGSC please accept experience that is more aligned with the responsibilities of an IT Security Engineer in this context? Specifically, would PWGSC please accept “10 years’ experience where the Security Engineer was integrating an Oracle Database into a SIEM solution?”

Answer 15:

See RFP amendment below. Revision is provided in Red.

Question 16:

With regards to Corporate Evaluation Criteria M1 (page 84 of the RFP) and R1 (page 90 of the RFP): The number of days requested is extremely high to meet the mandatory criterion and score full on the rated. In order to score full, bidders have to demonstrate **14,400 billable days** covering **6 different categories** of service and all days have to be demonstrated **using only 5 contracts**.

We request that this criterion be revised to reflect the actual needs of Canada as stated on pages 5 and 6 which is:

- 1 resource for B4. Business Continuity/Disaster Recovery Specialist, Level 3
- 1 resource for C2 IT Security Methodology, Policy and Procedure Analyst, Level 3
- 1 resource for C12 Incident Specialist, Level 3
- 1 resource for C6 IT Security Engineer, Level 3
- 1 resource for C11 IT Security VA Specialist, Level 3
- 10 resources for C3 IT Security TRA and C&A Analyst and IT Security TRA and C&A Analyst - Projects

Based on the above needs, we request that the number of days per category be brought in line with the RFP requirement as follows

M1:

B4. Business Continuity/Disaster Recovery Specialist, Level 3: **240 billable days (1 resource needed)**
C2 IT Security Methodology, Policy and Procedure Analyst, Level 3 **240 billable days (1 resource needed)**
C12 Incident Specialist, Level 3 **240 billable days (1 resource needed)**
C6 IT Security Engineer, Level 3 **240 billable days (1 resource needed)**
C11 IT Security VA Specialist, Level 3 **240 billable days (1 resource needed)**
C3 IT Security TRA and C&A Analyst and IT Security TRA and C&A Analyst – Projects **2,400 billable days (10 resources needed)**

R1:

B4. Business Continuity/Disaster Recovery Specialist, Level 3: **480 billable days for full points (100% increase)**
C2 IT Security Methodology, Policy and Procedure Analyst, Level 3 **480 billable days for full points (100% increase)**
C12 Incident Specialist, Level 3 **480 billable days for full points (100% increase)**
C6 IT Security Engineer, Level 3 **480 billable days for full points (100% increase)**
C11 IT Security VA Specialist, Level 3 **480 billable days for full points (100% increase)**
C3 IT Security TRA and C&A Analyst and IT Security TRA and C&A Analyst – Projects **4,800 billable days for full points (100% increase)**

Can you please consider making the above suggested changes?

Answer 16:

See RFP amendment below. Revision is provided in Red.

Question 17:

With regards to Corporate Evaluation Criterion M1: given the number of categories and total number of days to be demonstrated, we request that bidders be allowed to use up to 10 contracts. Contracts often focus on just a few categories so, multiple contracts are needed to cover the very broad range of 6 categories listed in the RFP. Also, some of the categories listed such as TRA & C&A, VA, BCP/DRP tend to be delivered in short assignments of 30 days or less, so multiple contracts are needed to gather the sufficient number of days to score full points. Can you please allow bidders to use up to 10 contracts?

Answer 17:

See RFP amendment below. Revision is provided in Red.

Question 18:

As this is a large RFP with 7 candidates to bid and extremely difficult corporate requirements, we request that the closing date be extended by 2 weeks to allow questions to be submitted and answered, to allow bidders to gather references for all contracts that need to be demonstrated, and to work with all the candidates to develop the response to often very specific resource requirements.

Answer 18:

The closing date for this Solicitation has been extended to April 8, 2019.

Question 19:

The resource criteria requests that a **client contact reference** be provided for each project used to demonstrate experience. Most client references beyond three (3) years will likely not be in the same role, department or retired which makes it very challenging, particularly where resources must demonstrate 10 years of experience. Would the Crown accept references for the most recent three (3) projects?

Answer 19:

No, the criteria remains unchanged.

Question 20:

With reference to M1 and R1 - given the number of Cyber Supply Arrangements awarded in the last 5 years we find this to be restrictive and eliminates otherwise compliant contracts that were awarded and managed beyond the past 5 years. With reference to M1 and R1 we request that it be amended to accept contracts that have been managed within the past 10 years.

Answer 20:

See RFP amendment below. Revision is provided in Red.

Question 21:

With reference to billable days requested in M1, given the short nature of work in many of the categories that are requested including, C.2 It Security, Methodology, Policy and Procedure Analyst, C.3 IT Security TRA and C&A, C.12 Incident Management we request that the number of billable days be reduced to be in line with B.4 Business Continuity/Disaster Recovery Specialist and the VA Specialist and be amended to show a minimum of 600 days in each of the above mentioned categories.

Answer 21:

See RFP amendment below. Revision is provided in Red.

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Question 22

Given the amount of information required to substantiate resources, would Canada consider removing Table 2 as a requirement? The information required in Table 2 is already captured in the resource CV's and would just be repeating the same information into Table 2. Please amend by removing Table 2 and instruct vendors to provide the following information in the CV for each project being referenced:

Client Name:

Project title:

Role:

Project Start and end dates:

Project Description:

Tasks Performed:

Client Contact Name, Title and email: <<to be provided only if required in the resource grid criteria

Answer 22

No. Table 2 remains part of the requirement.

Question 23

We are currently waiting for the response to questions submitted to procurement which could impact/change our response. We respectfully request a 2 week extension to the solicitation closing date to allow Bidders adequate time to formulate a response.

Answer 23

The closing date for this Solicitation has been extended to April 8, 2019.

Question 24

Would it be possible to get an extension for this RFP? Seeing as the end of fiscal is approaching, an additional week would be much appreciated.

Answer 24

The closing date for this Solicitation has been extended to April 8, 2019.

RFP AMENDMENT

1. AT ATTACHMENT 2, BID EVALUATION CRITERIA – CORPORATE MANDATORY EVALUATION CRITERIA,

Delete: M1 in its entirety

Insert:

The Bidder must have demonstrated contract experience in delivering informatics professional services supplying all resource categories listed in the table below for the required minimum billable days per Resource Category. Billable days are defined as days worked and billed to clients, calculated at 7.5 hours or more per day.

Resource Category – Level 3	Minimum Billable days
B.4 - Business Continuity/Disaster Recovery Specialist	300

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C.2 - IT Security Methodology, Policy and Procedure Analyst	600
C.3 - IT Security TRA and C&A Analyst	1200
C.12 - Incident Management Specialist	600
C.6 - IT Security Engineer	600
C.11 - IT Security VA Specialist	300

To be accepted, the Bidder must demonstrate the following:

(a) The services demonstrated were provided under a maximum of 10 contracts; if more than 10 contracts are provided, only the first 10 will be considered.

(b) Each of the identified contract must have been active within the 10 years prior to the solicitation posting date; and

(c) The work delivered under each Resource Category must include at least 50% of the associated tasks listed in the Statement of Work at Annex A of this bid solicitation for the same resource category.

...continuing next page.

2. AT ATTACHMENT 3, CORPORATE POINT-RATED EVALUATION CRITERIA,

Delete: Sample Evaluation for Rated Criteria R.1 in its entirety

Insert:
Sample Evaluation for Rated Criteria R.1

Resource Category	BILLABLE DAYS			
	(A)	(B)	(C)	(D)
	BILLABLE DAYS PROVIDED BY BIDDER	MINIMUM BILLABLE DAYS IDENTIFIED UNDER M1	BIDDER EXCESS (C)=(A)-(B)	BIDDER % INCREASE TO A MAXIMUM OF 100 (D)=(C)/(B) *100
B.4 - Business Continuity/Disaster Recovery Specialist	600	300	300	100
C.2 IT Security Methodology, Policy and Procedures Analyst	1200	600	600	100
C.3 IT Security TRA and C&A Analyst	2400	1200	1200	100
C.12 Incident Management Specialist	1200	600	600	100
C.6 IT Security Engineer	1200	600	600	100
C.11 - IT Security VA Specialist	500	300	200	66.6
BIDDER SCORE = SUM OF (D) FOR ALL 6 CATEGORIES /6				94.4

In this example, the Bidder would score 94.4 points out of a possible 100 points.

3. AT ATTACHMENT 3, BID EVALUATION CRITERIA – RATED REQUIREMENTS, 2.4 INCIDENT MANAGEMENT SPECIALIST – LEVEL 3,

Delete: R1 in its entirety

Insert:

Using the template provided in table 2, the Bidder should clearly demonstrate that the proposed resource has experience over and above the minimum requirements in M2, within the last **13 (thirteen) years** prior to the RFP posting date, in:

- Analyzing of log files to identify and collect artifacts related to security incidents;
- Analyzing malicious activity to determine weaknesses, methods of exploitation and effects on systems and information

Delete: R2 in its entirety

Insert:

Using the template provided in table 2, the Bidder should clearly demonstrate that the proposed resource has experience, within the last **13 years** prior to the RFP posting date, creating detailed operational processes and procedures for analyzing, escalating, and assisting in the remediation of issues

4. At Attachment 3, Bid Evaluation Criteria – Rated Requirements, IT Security Engineer level 3,

Delete: R3 in its entirety

Insert:

Using the template provided in table 2, the Bidder should demonstrate that the proposed resource has experience in integrating **Oracle Database** into Security Information and Event Management (SIEM) solution

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED